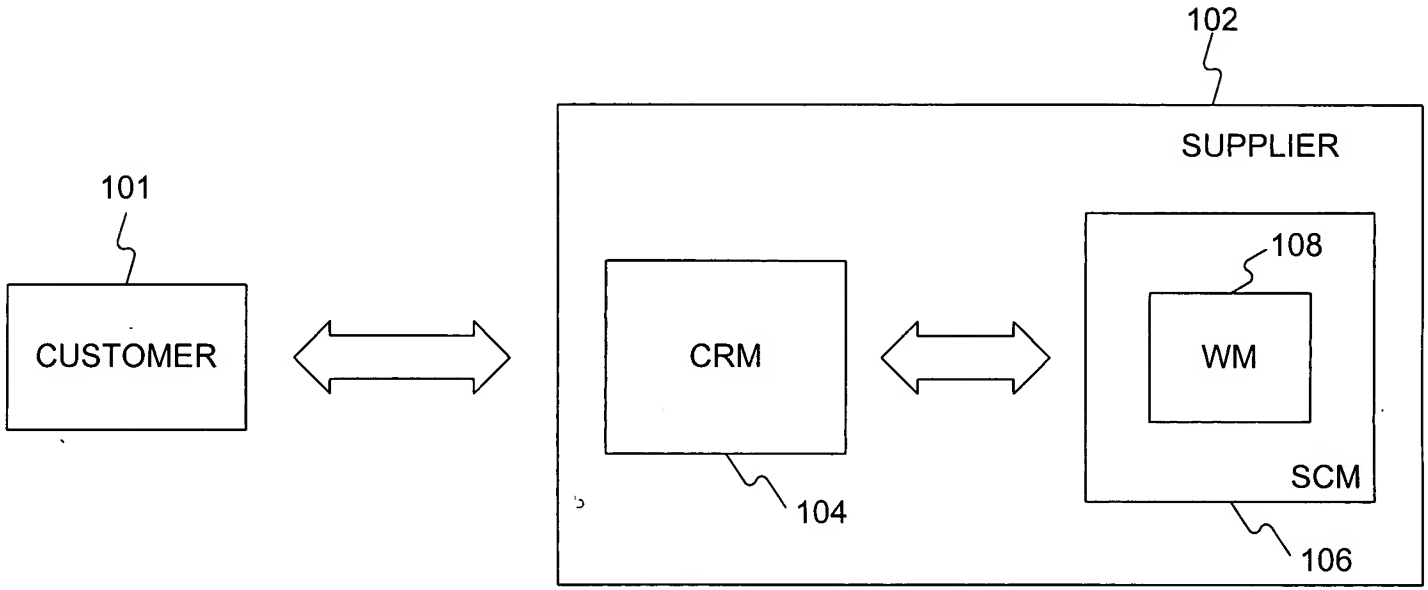

FIG. 1

BEST AVAILABLE COPY

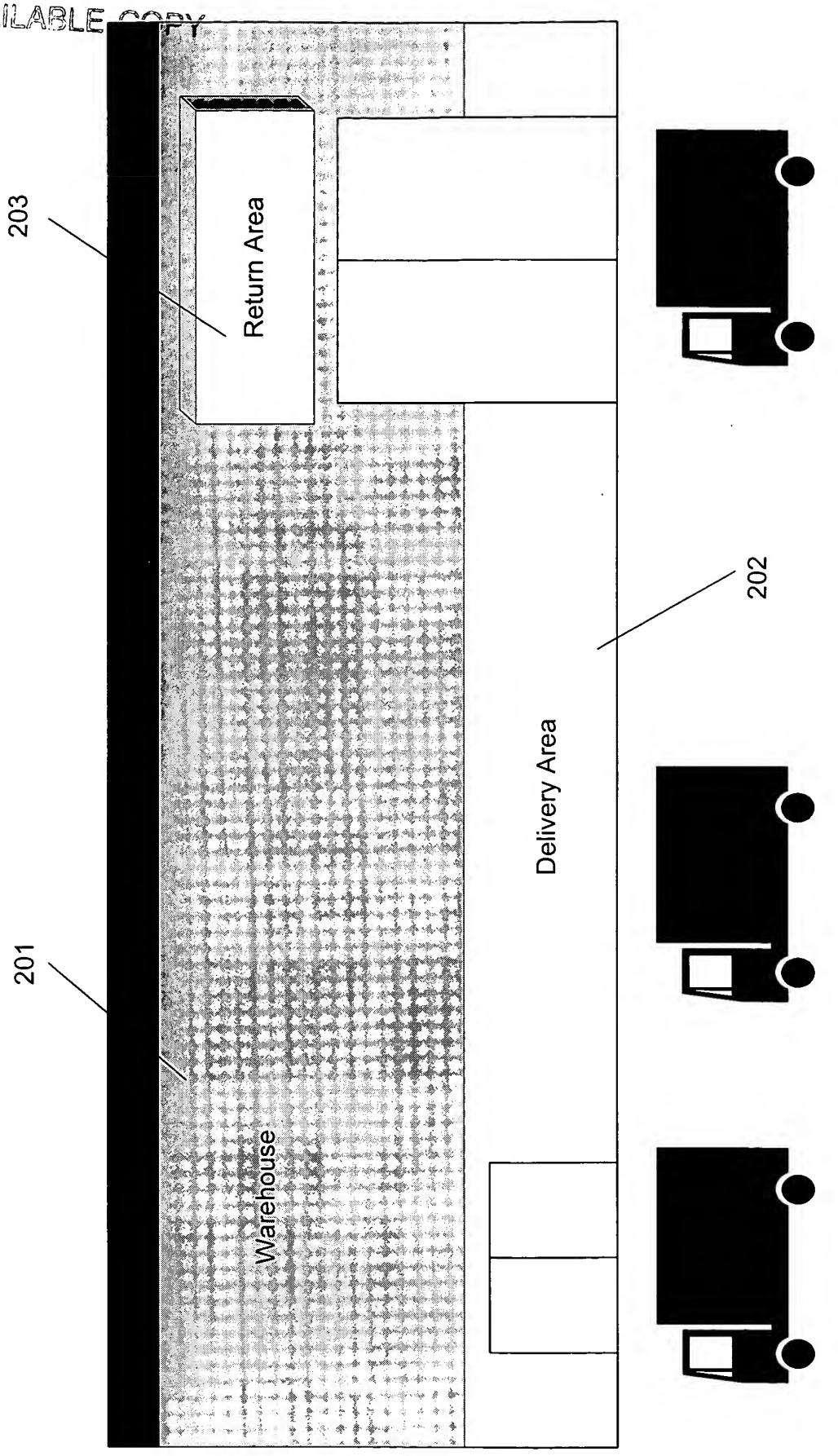

FIG. 2

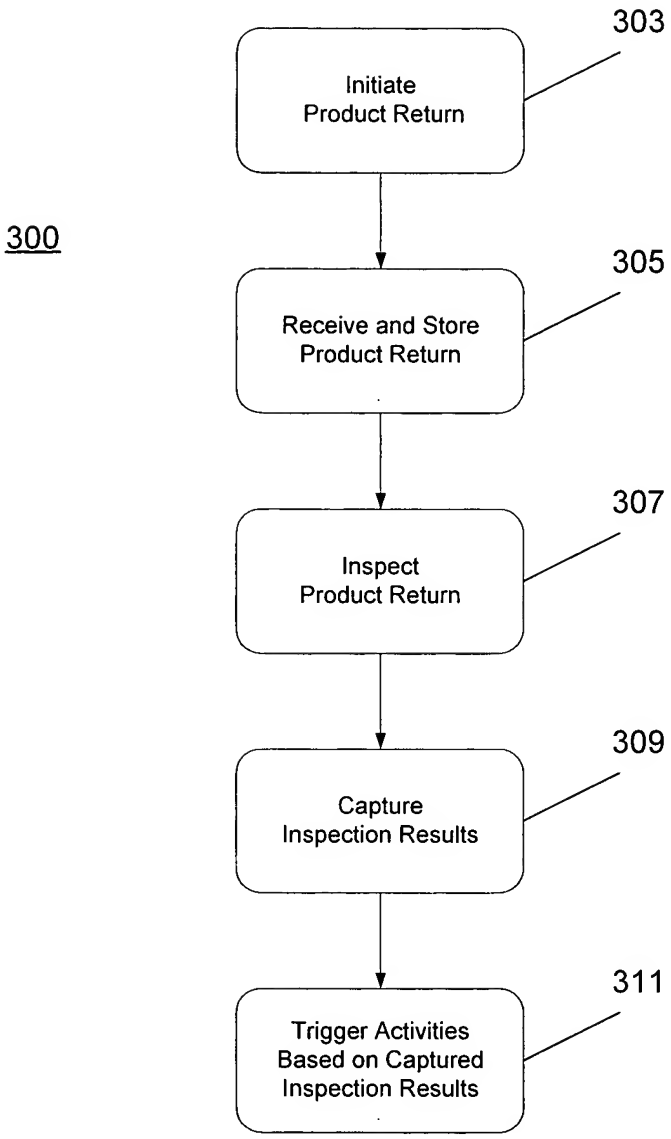
300
303
Initiate
Product Return
305
Receive and Store
Product Return
307
Inspect
Product Return
309
Capture
Inspection Results
311
Trigger Activities
Based on Captured
Inspection Results

FIG. 3

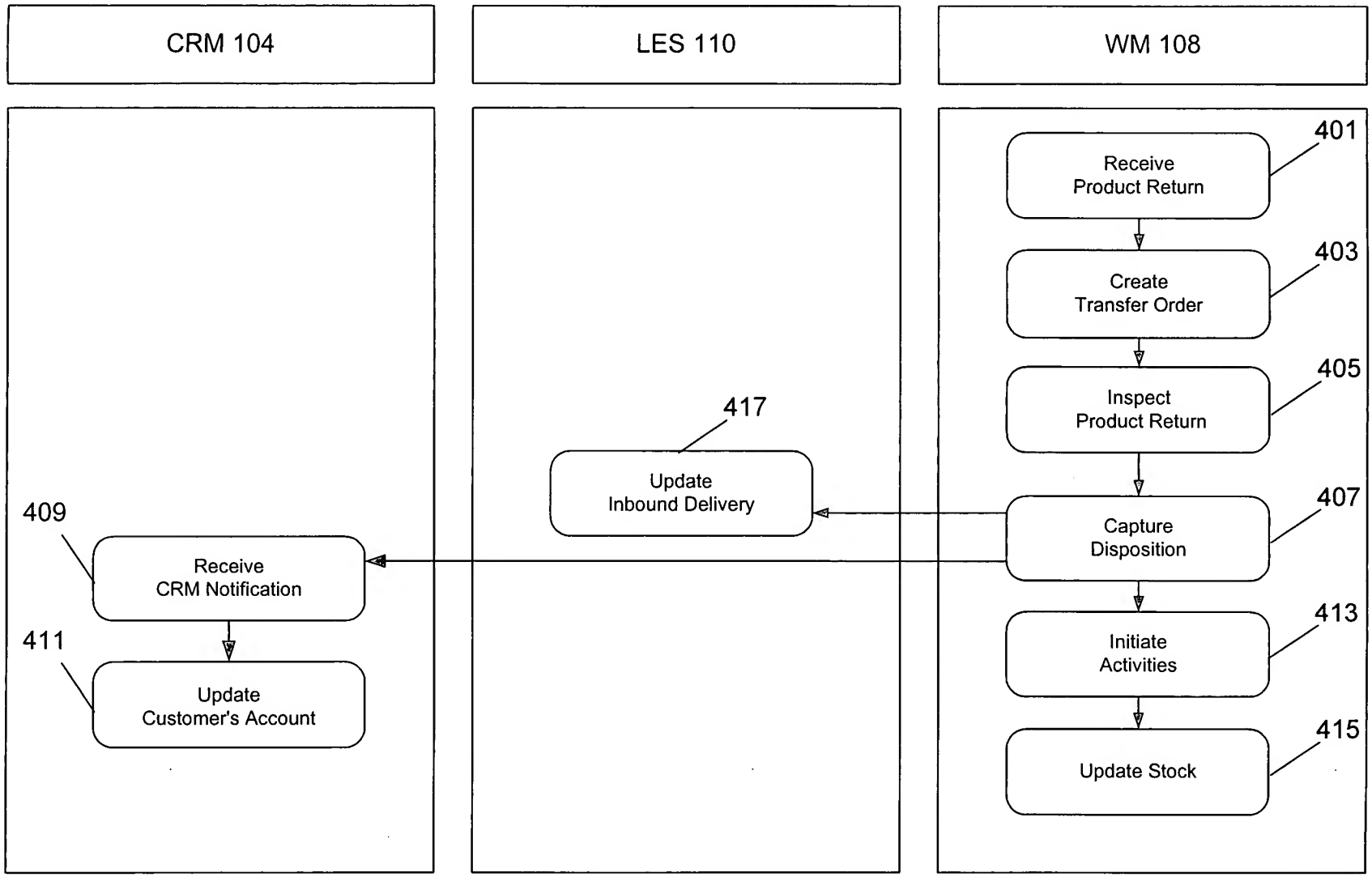
CRM 104
LES 110
WM 108
401
Receive
Product Return
403
Create
Transfer Order
405
Inspect
Product Return
407
Capture
Disposition
413
Initiate
Activities
415
Update Stock
417
Update
Inbound Delivery
409
Receive
CRM Notification
411
Update
Customer's Account

FIG. 4

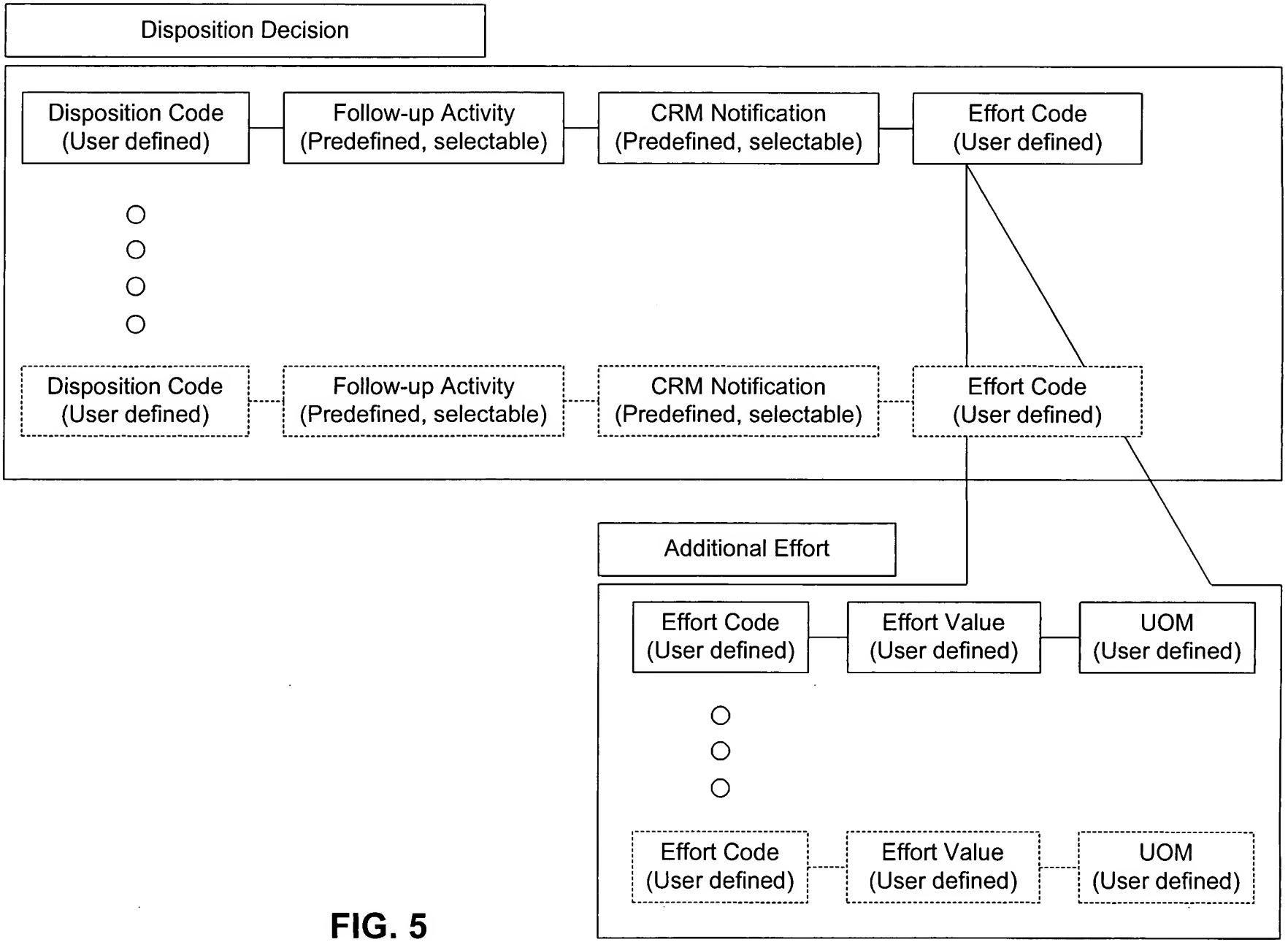
Disposition Decision
Disposition Code (User defined)
Follow-up Activity (Predefined, selectable)
CRM Notification (Predefined, selectable)
Effort Code (User defined)
Disposition Code (User defined)
Follow-up Activity (Predefined, selectable)
CRM Notification (Predefined, selectable)
Effort Code (User defined)
Additional Effort
Effort Code (User defined)
Effort Value (User defined)
UOM (User defined)
Effort Code (User defined)
Effort Value (User defined)
UOM (User defined)

FIG. 5

Disposition code	Follow-up activity	CRM-notification	Effort code
1001	Put away	good	00
1002	Scrap	good	00
.....			
2001	Rework	partially good	02
.....			
3001	Scrap	bad	10
3002	Reject to customer	bad	15
.....			

FIG. 6

Effort code	Effort value	UOM
01	1	hour
02	2	hours
03	3	hours
04	4	hours
.....		
10	100	$
11	110	$
12	120	$
15	150	$
.....		

FIG. 7